**Organization Tips**

**Internet Does Not Work**

1.Check the Internet.

2.Don’t just check to see if you if your home page comes up, open up an Internet site such as Yahoo. Refresh the Internet page (F5)

3.Ask the teacher in the next room if their Internet is working.

4.Shut the computer down. Unplug the blue Internet wire. Wait 30 seconds and then plug it back. Unplug the computer and then plug in back. After 2 to 3 minutes start your computer.

3.Contact Tech Contact Person.

4. Write a ticket.

**Blue Screen**

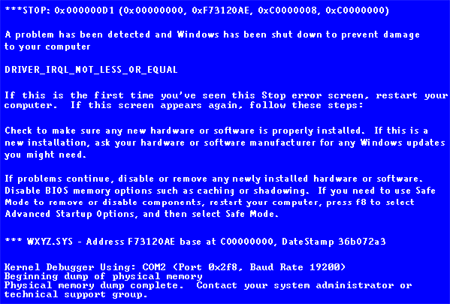
1.Follow the directions on the screen.

2.Take a picture of the screen with a camera.

3. Restart computer.

4. When reporting, state what was happening before blue screen.

Report this number



**Reporting a Tech Problem**

\*Be specific with problem. Do not write “computer does not work”. A better response would be, “Since the electricity blinked my computer will not come on. When I click the power button, I have no response. None of the lights on my desktop are blinking.”

When describing a computer problem:

1. Explain what you were doing when the problem occurred
2. Note the lights on the front of the computer. State if they are blinking, color, where they are located.

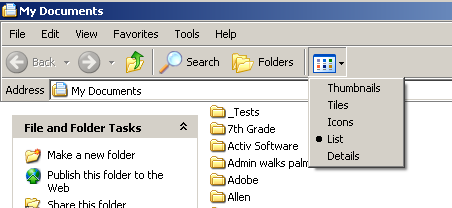
**Computer Files**

\*Keep files separate from programs to ensure that you do not accidentally delete a program or file.

\*Keep folder name short. Abbreviations and dates are helpful.

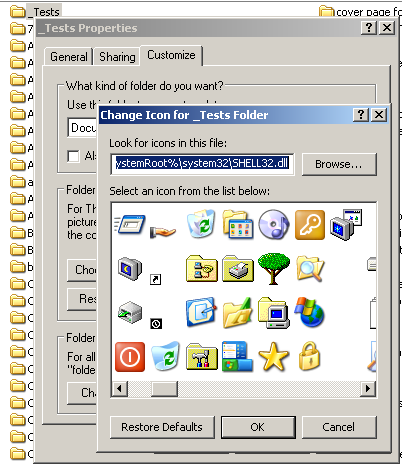
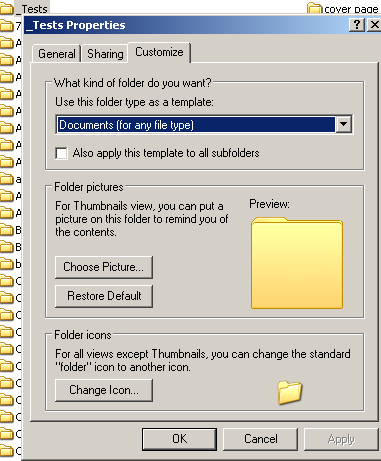
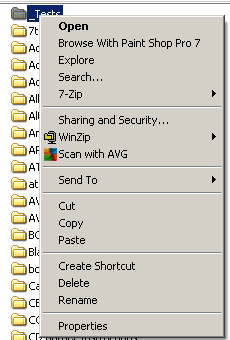
\*Separate ongoing and complete works by making two different folders.

\*Start a filename with an underscore to bring that file to the top of the list.

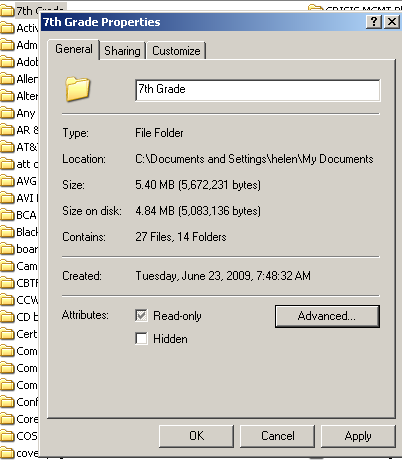


**Customize Folders for Easy Recognition.**

\*Properties……………………………………Customize…….. Change Icon…………Select icon and click OK



\*Use Properties to learn when the file was created, last modified and/or most recently accessed.



**Back up files**

\*Back up computer

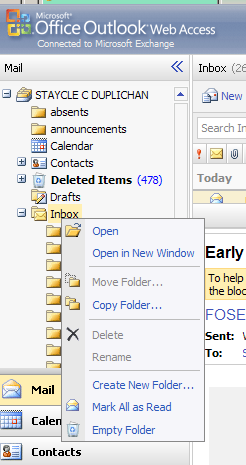
Use the Backup Wizard installed on computer

\*To make a copy of files

Save files on CD, DVD, USB flashdrive and/or an external hard drive

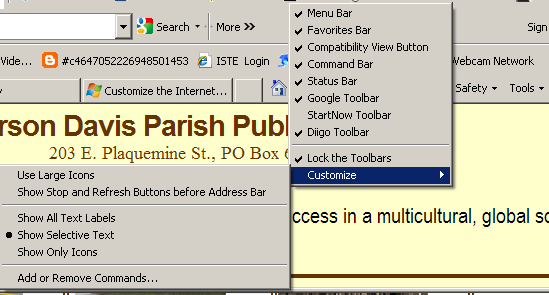
**Creating Folders in Outlook Web**

\*Right Click where you want to add a folder and then click Create New Folder



**Customizing Internet Explorer Toolbars**

\*Right click on any part of the toolbar. The following pop-ups will appear. Make any needed changes.

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